



CURRICULUM VITAE

SHIJU MATHEW

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Objective:

- To secure a challenging and responsible position in a professionally managed organization .An opportunity to use my skills in contributing effectively to the success of the organization and further improve my personal skills.

Personal attributes:

- Leadership, Collaboration, Judgment, Result Focus, Customer Focus etc.

Area of Interest:

- Rooms division/Housekeeping & Interiors

Professional Experience:

- **Housekeeping Manager** in Intercity hotel, Oman,Nizwa From December 2019 to August 2020
- **Assist Housekeeper** in Roda Al Murooj Hotel, Dubai from March 2017 to November 2019
- **Head Housekeeping Supervisor** in Roda Amwaj Suites, Dubai From June 2016 to March 2017
- **Head Housekeeping Supervisor** in Al-Bustan Rotan Hotel , Dubai from June 2014 to March 2016
- **Housekeeping supervisor** in Al-Bustan Rotana Dubai from January 2012 to May 2014
- **Housekeeping Room Attendant** in Al-Bustan Rotana Dubai from March 2010 to December 2012
- **Food & Beverage captain** in Kumar Residence Bangalore from December 2008 to November 2009
- **Food & Beverage Waiter** in Beverly Hotel Chennai from November 2006 to November 2008

Educational Qualifications:

- **Diploma in Hotel management and catering technology** at madras institute in Chennai, India -2005 to 2006.
- **Higher Secondary** in Matha vocational Higher Secondary School, Vilakkupara, India – 2004 to 2005
- **SSLC** in Government Higher secondary school, Yeroor, India – 2002 to 2003

Trainings completed:

- Completed Train the Trainer Course by Roda
- Completed Training Dubai Way Level -2.
- Completed Rotana cleanliness essentials training(Done by Karcher & Ecolab)
- Completed Train the Trainer course by Rotana.
- Completed ISS (Interview selection skills) by Rotana.
- Completed MCD (Managing colleague development) by Rotana.

Computer applications:

- MS Office
- Opera and QEMS (Hotel Operating System)
- Revinate Guest Satisfaction surveys
- ERP System
- Jana system
- Market Metrix Guest satisfaction surveys
- Check system/FBM
- Oasis-Attendance

Responsibilities

- Handling the Responsibilities of Executive Housekeeper
- Shift In charge for the Department.
- Recruiting new team members within the department.
- Training of new staff and re-training of existing staff
- Budgeting and planning for the upcoming years in the department.
- Prepare Profit and Loss statement
- Ensure that the rooms inspected by supervisors are up to the standard.
- Checking all VIP arrivals and in house rooms.
- Spot checks on Control Desk-Manning the 'Nerve Centre' of the department
- Attend daily meetings and follow up on the departmental reports logbooks and any other special instructions.
- Handles guest complaints ,Ensures customer requirements are determined & met
- Ensures the availability of resources to carry out all tasks
- Handling the overall day to day operations
- Inspects work of team to ensure required standards of cleanliness are met.
- Inspects rooms, public areas to determine need for renovation and makes recommendations.
- Makes sure that all work done is recorded and filed properly.
- Monitoring lost and found procedures and handling the returning of the item to the guests via email.
- Prepares weekly schedules and revises it according to occupancy. Monitors team member's attendance.
- Prepares vacation lists and updates accordingly.
- Maintains and conducts an accurate and proper inventory of linen.
- Ensures cleanliness, proper usage of equipment and their periodical servicing to ensure effective working conditions.
- Conducts operation meetings, trainings and inspection to review monitor and upgrade performance so as to meet the required standard of service and cleanliness.
- Provides performance feedback, PDRs, monitor, coach and counseling and recommends discipline as required according to the Hotel Standards.
- Maintains cost control in various areas
- Assists in maintaining a close working relationship with other departments and attend related meetings to improve efficiency and productivity of the department.
- Identify and develop leadership qualities among staff in order to spot the high potential team members and develop them.
- Plan and monitor extra tasks like marble polishing, wooden polishing, carpet shampooing etc.

Personal Profile:

- Name : Shiju Mathew
- Father's Name : George Mathew
- Gender : Male
- Status :Married

➤ Languages Known : English, Tamil, Malayalam and Hindi.

➤ Nationality : Indian

Passport details

➤ Passport No - S5757083

➤ Date of Issue - 08/05/2018

➤ Date of Expiry - 07/05/2028

➤ Place of Issue - Trivandrum, Kerala – India

Declaration:

I hereby declare that all the statements in these curriculum vitae are true, complete and correct to the best of my knowledge and belief.

Place: yours truthfully,

Date: (SHIJU MATHEW)